# MPSCS Bulletin # 2013-02

The Michigan Public Safety Communication System is upgrading to System Release 7.13 on August 14, 2013.  The software upgrade will provide new functionality and tightens security within the system infrastructure.  We have worked with our prime contractor Motorola, to minimize the operational impact to MPSCS users during this upgrade.

All existing portable and mobile radios will operate on the new 7.13 platform without reprogramming or updates.

The MSP Mutual Aid 800 MHz system is not affected by this upgrade and will continue to operate in a normal manner.

Redundant Zone Controllers in each zone will be simultaneously switched as part of the upgrade.  Times were selected to coincide with low system use times to minimize the disruption to first responders.

- During a Zone Controller switch, all multicast sites and simulcast sites will revert to Site Trunking for approximately 30 to 90 seconds.  Radios in the field will indicate "Site Trunking" during this time.  When the sites return to wide area service, the "Site Trunking" message will clear and normal communications will be restored.  No user intervention is required during those times.

- During the Zone Controller switch, all system connected consoles will indicate a failure of the site link for approximately 30 to 90 seconds.  Consoles will see a red "X" or other message indicating the loss of connectivity with zone core.   When the Zone Controller has completed the transition, the red "X" or other message will clear and normal communications will be restored.  No user intervention is required during those times.

System connected **MCC7500 consoles** will receive updated software.  The console software will be deployed during the last week of August and during September. Each dispatch center with MCC7500 consoles will be individually notified of the schedule.

- MCC7500 consoles will receive a software upgrade to System Release 7.13.  The consoles will continue to operate with the 7.11 software until it is rebooted or upgraded.  **Do not logout or restart any MCC7500 dispatch console or AIS computer between August 14th and your scheduled upgrade.**  If you should accidently logout or restart the dispatch console, contact the NCC to start the complex and lengthy process to restore service.  If the AIS console is logged out or restarted, recording services will not be recoverable until the 7.13 software is installed.

- Logins and passwords are being updated and the NCC will contact you prior to 8/14/13 for your activation of the new logins and passwords.

System connected **Gold Elite consoles** are at end of life and will not receive any upgrades to the Gold Elite software.

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The **Radio Control Manager** (RCM) software will be updated to currently deployed installations.

- Continue to use your 7.11 RCM software as currently installed until 8/14/13, 2:00 pm. After 8/14/13 @ 2:00 pm, your 7.11 RCM software will not function properly and should not be used again. Do not shut down the MCC7500 application or Gold Elite application, only the RCM software!

- A new version of the System Release 7.13 RCM software will be installed on an alternate computer at sites with an existing RCM. **<u>Do not use this software prior to 8/14/13 @ 8:45 pm</u>**. *Please note the location of this new 7.13 software for activation on 8/14/13 @ 8:45 pm.* You must log into the RCM software after 8:45 pm to restore functionality.

- A Dispatch center with a standalone RCM (no system connected consoles) will be scheduled for deployment on the day of the cutover. Use your existing 7.11 RCM software until 8/14/13, 2:00 pm. Your software will be installed late afternoon / early evening and be available for use after 8:45 pm.

- Notify your users the Emergency Alert function will not display on your RCM terminal between 8/14/13 @ 2:00 pm and 8/14/13 @ 8:45 pm. During this time, your users must verbally notify you of an emergency.

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## System Release 7.13 will be activated on Wednesday, August 14, 2013

*Impacts observed by MPSCS users on Wednesday, August 14th will be:*

- **8:00 AM:** NCC's network management terminals will be off line for the day's upgrade activities.
  - ✓ MPSCS Special Event Talkgroups will be pre-enabled on a regional basis at 8:00 am. Contact the NCC for assignment of an Event Talkgroup during this time period if you have an emergency.

- **2:00 PM:** All RCMs including the NCC's will be off line starting at 2:00 pm and return at approximately 8:45 pm.
  - ✓ The Dispatch Centers RCM terminal will not function to receive the alerts.
  - ✓ If an emergency alert is pressed, peers on the same tower and Talkgroup will see the alert *if* it is followed with a Press-to-Talk by the alerting radio to force a broadcast of the alert. Members of the Talkgroup on adjacent towers may not see or hear the alert during this time period.
  - ✓ **MPSCS recommends you do NOT rely on the Emergency Alert function during the hours of this time period**.

- **2:30 PM:** A Site Trunking event at all towers at approximately 2:30 pm and lasting between 30 to 90 seconds while enabling the alternate Zone Controller with System Release 7.13. While the Zone Controller is enabling:
  - ✓ All towers and simulcast systems revert to Site Trunking mode.
  - ✓ Dispatch Center's must use their backup Control Stations to communicate with towers in their <u>immediate</u> area consistent with their storm plans.  (*Please test your backup Control Stations prior to this upgrade!*)
  - ✓ Gold Elite system connected consoles can still use conventional base stations connected to their local CEB.
  - ✓ Gold Elite system connected console Fire Paging will continue to work on conventional stations connected to their local CEB during the cutover period.
  - ✓ MCC7500 system connected consoles can still use conventional base stations connected to the CCGW at their dispatch center.
  - ✓ MCC7500 consoles Fire Paging will be limited to conventional stations connected to their CCGW at their dispatch center.  Connectivity to remote CCGWs will be restored once the Zone controller enables permitting paging on remote conventional stations.
  - ✓ Console established Talkgroup Patches will be out of service during the cutover period.
  - ✓ IV&D (mobile computers) will not function during this short time.
  - ✓ Dispatch Centers should be prepared to activate their agency storm plans (using Control Stations) during this event.

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- **8:20 PM:**  A second Site Trunking event at all towers at approximately 8:20 pm and lasting between 30 to 90 seconds while the primary Zone Controller with Release 7.13 enables.  While the Zone Controller is enabling:
  - ✓ All towers and simulcast systems revert to Site Trunking mode.
  - ✓ Dispatch Centers must use their backup Control Stations to communicate with towers in their immediate area consistent with their storm plans.   (*Please test your backup Control Stations prior to this upgrade!*)
  - ✓ Gold Elite system connected consoles can still use conventional base stations connected to their local CEB.
  - ✓ Gold Elite system connected console Fire Paging will continue to work on conventional stations connected to their local CEB during the cutover period.
  - ✓ MCC7500 system connected consoles can still use conventional base stations connected to the CCGW at their dispatch center.
  - ✓ MCC7500 consoles Fire Paging will be limited to conventional stations connected to their CCGW at their dispatch center.  Connectivity to remote CCGWs will be restored once the Zone controller enables permitting paging on remote conventional stations.
  - ✓ Console established Talkgroup Patches will be out of service during the cutover period.
  - ✓ IV&D (mobile computers) will not function during this short time.
  - ✓ Dispatch Centers should be prepared to activate their agency storm plans (using Control Stations) during this event.

*Impacts observed by MPSCS users on Thursday, August 15<sup>th</sup> will be*:

- **10:00 AM:**  The MPSCS Integrated Voice and Data (IV&D) service (i.e.; mobile LEIN) will terminate operations at 10:00 am to permit upgrade to server software.  IV&D service will resume by 1:15 pm.

- **11:40 AM:**  The redundant Master Site Routers will be upgraded and switched at approximately 10:50 am and 11:45 am.  These operate in a "hot standby" configuration.  Because they are hot standby, most switches are not observed by the users or consoles.

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_**Impacts observed by MPSCS users on Monday, August 19<sup>th</sup> will be:**_

- **9:00 AM:** All remote sites and system connected consoles will require a router reset to enable 7.13 functions.
  - ✓ Remote Sites & Simulcast Systems:
    - ▪ This reset will result in a 1 minute Site Trunking event.
      - No adjacent sites will be done at the same time.
    - ▪ Simulcast subsystems will continue to operate together in the Site Trunking mode. Users within this system will likely see Site Trunking but can continue to talk with peers within the simulcast subsystem.
    - ▪ Most multicast site users with mobile radios will not observe the Site Trunking event. Portable radios will be more likely to see the short Site Trunking event.
    - ▪ Time frame for reboot of individual sites within each zone:
      - Zone 2:  9:00 am  to 11:30 am
      - Zone 4:  9:00 am  to 11:30 am
      - Zone 3: 11:30 pm to   2:00 pm
      - Zone 6: 11:30 pm to   2:00 pm
      - Zone 1:  2:00 pm to    4:00  pm
      - Zone 5:  2:00 pm to    4:00  pm
    - ▪ Keep your storm plan control stations on during the window for your zone.
  - ✓ MCC7500 and Gold Elite system consoles:
    - ▪ This reset will result in a 1 minute console disruption.
    - ▪ The upgrade team will contact each system connected console site prior to rebooting the router to minimize disruption to coordinate the reboot event.
    - ▪ Time frame for rebooting of the console site routers will occur between 9:00 am and 4:00 pm.

*Impacts observed by MPSCS users on Tuesday, August 20th will be:*

- **8:00 AM:** Software distribution to remote sites devices.
  - ✓ Software will be downloaded between 8:10 am and 4:10 pm.
  - ✓ A momentary interruption to mobile data services will occur when the radio automatically switches to an adjacent site.
  - ✓ Adjacent sites will not receive software downloads at the same time.
  - ✓ No impact to voice communications during the software download.

*Impacts observed by MPSCS users on Wednesday, August 21th will be:*

- **8:00 AM:** Software distribution to remote sites devices.
  - ✓ Software will be downloaded between 8:10 am and 12:10 pm.
  - ✓ A momentary interruption to mobile data services will occur as the radio automatically switches to an adjacent site.
  - ✓ Adjacent sites will not receive software downloads at the same time.
  - ✓ No impact to voice communications during the software download.

Critical messages will be published on LEIN as required and consistent with previous upgrades.

Immediately contact the NCC if you have an emergency during these times that requires us to pause for a few minutes while the situation stabilizes. We will work with Motorola to minimize service disruptions when possible.

If you have questions, you may contact:
- MPSCS Network Communications Center @ (517) 333-5050 or (888) 554-4622
- Ralph Liddle, NCC Supervisor @ (517) 333-5050 or (888) 554-4622
- Dave Hayhurst, Enterprise Services Manager @ (517) 333-5002